



1 Introduction

2 Process

Plan

Next Steps

3

4

### Grant Goals

- Rebalance the long-term community support system through facilitating the transition of individuals from state operated institutions to community services and supports
- Develop an integrated quality management system that includes improved measures of outcomes for both consumers and providers
- Develop advanced information technology systems that fully integrate quality management databases and provide ready access to information and resources



1

Initial
Steering
Committee
Meeting
•Introduction
•Goal
Consensus
•Kick-Off

2

#### **Goal Teams**

- Introduction
- Consensus
  - Vision
- Objectives
- Strategies
- Prioritization

3

#### **Approval**

•S.C. Approval
•Implementation
Plan Dvlpt
•Finalization

- •Submit to CMS
- Implementation



 Rebalance the long-term community support system through facilitating the transition of individuals from state operated institutions to community services and supports

## Snapshot of success

- Individuals living in the community in a desired situation
- Psychiatric services and supports are readily available for individual needs
- Transition support will be available services lined up prior to leaving state facility
- A series of services and supports that is easily sustained
- A system with the provider and human service capacity to meet demand
- A system of services and supports that draws on existing community resources



- Accessible housing and food
- Needs-based supports
- A mechanism in place to decide "need" with stronger representation of the person
- A Consumer-driven system
- A system where people are fully informed about what it means to move into the community
- A system that utilizes informal supports
- Rebalancing that considers family strengths and informal supports



- Increase the availability and flexibility of funding for service options to support individuals transitioning to the community
- Increase the number of individuals and families who choose to transition to life in the community from habilitation centers and increase the number of those who choose to remain at home
- Increase availability, timeliness and follow-up of behavioral support resources, counseling services, and crisis management for individuals and families in their communities
- Increase the quality of services and support through consistency and variety of training

Increase the availability and flexibility of funding for service options to support individuals transitioning to the community

- Leverage available funding from all sources
- Broaden options for contracting with providers to increase service capacity
- Implement "money follows the person" for all living options, consistently, statewide.
- Make reimbursement rates reasonable
- Integrate funding streams across Departments
- Develop incentives for corporate or other local resources to become involved

Increase the number of individuals and families who choose to transition to life in the community from habilitation centers and increase the number of those who choose to remain at home

- Develop a process for consistent transfer of case histories of people transitioning
- Create mentoring opportunities as a means of helping consumers transition (peer-to-peer, familyto-family, etc.)
- Use the Missouri Quality Outcomes Measures survey before and after transition to demonstrate outcomes for community living
- Identify and develop a system of informal supports (neighbors, friends, co-workers, churches, etc.)



Increase the number of individuals and families who choose to transition to life in the community from habilitation centers and increase the number of those who choose to remain at home

- Further develop self-directed support options
- Develop the MRDD specific content for the Network of Care webpage
- Develop a compendium of best practice standards
- Provide technical assistance to stakeholders regarding best practice standards

Increase availability, timeliness and follow-up of behavioral support resources, counseling services, and crisis management for individuals and families in their communities

- Develop community crisis teams to include disciplines, police departments, etc.
- Utilize the Telehealth network to expand access to crisis services
- Develop alternatives to hospitalization
- Increase access to recovery resources such as substance abuse treatment, counseling etc.



- Develop and implement a needs assessment for all stakeholders
- Define and clarify mandatory trainings for stakeholders including refresher courses, as required
- Engage advocates, self-advocates and families in the development, delivery and evaluation of trainings
- Develop a mentoring system for Direct Care Providers
- Evaluate effectiveness of training and act on findings
- Expand the College of Direct Support statewide



- Leverage available funding from all sources. (Funding)
- Implement "money follows the person" for all living options, consistently, statewide (Funding)
- Develop a process to promote consistent transfer of case histories of people transitioning (Choose)
- Further develop self-directed support options (Choose)
- Develop DMRDD specific information for the Network of Care webpage (Choose)
- Develop a compendium of best practice standards (Choose)



- Provide technical assistance to stakeholders regarding best practice standards (Choose)
- Develop community crisis teams to include disciplines, police departments, etc. (Behavioral Supports)
- Utilize the Telehealth network to expand access to crisis services (Behavior Supports)
- Develop and implement a needs assessment for all stakeholders (Training)
- Define and clarify mandatory trainings for stakeholders including refresher courses, as required (Training)
- Engage Advocates, Self-Advocates and families in the development, delivery and evaluation of trainings (Training)



 Develop an integrated quality management system that includes improved measures of outcomes for both consumers and providers.



- There will be consistent outcomes
- There will be consistent data management
- Outcomes data will be web-accessible and available through other venues
- Outcomes will be consistently "high"
- System will have a built-in quality improvement mechanism (peer review option)
- Technological resources will be in place (along with welltrained staff)
- The system will be sustainable
- The system will be accessible
  - We can get to services
  - They are customer-friendly

### Snapshot of success

- A system where self-advocates will be able to be involved in training (direct support, case management) – delivery of the training, etc.
- There will be linkage between theory and practice between the people who develop the outcomes, policies, rules, etc., and the people who have to carry them out
- A system that provides family and individual training
- Best practices
- A system which direct care staff buy into
- A system which allows parents and consumers to input data
- A system that evaluates service coordination
- Ongoing data analysis not just once per year
- A system that allows family, consumer, and self-advocate involvement in all phases



- Increase the number of consumers and selfadvocates to fully participate in development, implementation and evaluation of the system
- Increase the number of stakeholders (selfadvocates, advocates, families, staff) that understand and use the quality management system through training and education
- Design and implement state-of-the-art data collection, monitoring / analysis and accessible reporting systems

Increase the number of consumers and self-advocates to participate in development, implementation and evaluation of the system

- Identify the support needs of families and consumers and provide it so they can participate
- Fully utilize the Missouri Quality Outcomes as measures for stakeholders
- Develop a Consumer / Family / Self-Advocate board that evaluates the statewide Quality Management system and provides feedback to DMH

Increase the number of stakeholders (self - advocates, advocates, families, staff) that understand and use the quality management system through training and education

- Ensure that key stakeholders participate in the development of, implementation and evaluation of the education process
- Identify stakeholder training needs and preferred delivery methods
- Educate stakeholders on Missouri Quality Outcomes
- Include Quality Management as a module in the College of Direct Support training



- Identify user groups and their data needs
- Conduct a review of our current Quality Management System
- Conduct a gap analysis to identify what is missing and create strategies to close the gap
- Implement the Quality Management System



- Identify the support needs of families and consumers and provide it so they can participate (Full Participation)
- Fully Utilize the Missouri Quality Outcomes as measures for stakeholders (Full Participation)
- Ensure that key stakeholders participate in the development of, implementation and evaluation of the education process (Training)
- Identify stakeholder training needs and preferred delivery methods (Training)



- Educate stakeholders on the Missouri Quality Outcomes (Training)
- Include Quality Management as a module in the College of Direct Support training (Training)
- Identify user groups and their data needs (Data Management)
- Conduct a review of our current Quality Management System (Data Management)



 Develop advanced information technology systems that fully integrate quality management databases and provide ready access to information and resources

## Snapshot of success

- A system that is efficient, reliable (little downtime, accurate), and available (web-based – accessed by many)
- A system that is continuously updated
- A system that is user-friendly
- A system that trains individuals or a system that is intuitive
- A system that meets the needs of the other two goal teams
- A system that is accessible
- A system with the ability to adapt without starting over and reinventing the mousetrap



- A system that interfaces with the telehealth system
- A system that is accessible to all levels of intellectual abilities
- A system that provides the information that people want
- A system that collects feedback in order to continuously improve (feedback loop)
- A secure system
- A system that has checks and balances on data entry
- A system that utilizes and leverages what we currently have in place (systems and data)



- Design and build an integrated system on a scalable platform that meets data and system requirements
- Increase the number of individuals who utilize a fully-integrated information system

#### Design and build an integrated system on a scalable platform that meets data and system requirements

- Identify information system needs identified in the other two workgroups
- Perform a gap analysis between the identified needs and CIMOR
- Design, build, and implement additional functions in CIMOR and Network of Care
- Utilize the CIMOR data warehouse and other data warehouse data for reports such as a provider scorecard
- Establish a Missouri Autism Registry

# Increase the number of individuals who utilize a fully-integrated information system

- Increase the types of training programs to educate users in the use, importance, and way to access the IT system
- Conduct an analysis of data collection tools / processes that currently exist, and eliminate redundancy
- Develop a plan to effectively utilize CIMOR and Network of Care together
- Develop and Implement a variety of methods to disseminate information to potential users
- Partner with other networks such as Extension and Telehealth, to increase access to information systems
- Review the report needs of users, and develop user-friendly reports / tools



- Identify information system needs identified in the other two workgroups (Design & Build)
- Establish a Missouri Autism Registry (Design & Build)
- Increase the types of training programs to educate users in the use, importance, and way to access the IT system (Utilization)
- Conduct an analysis of data collection tools / processes that currently exist, and eliminate redundancy (Utilization)
- Develop a plan to effectively utilize CIMOR and Network of Care together (Utilization)
- Develop and Implement a variety of methods to disseminate information to potential users (Utilization)
- Partner with other networks such as Extension, Telehealth, etc. (Utilization)

#### Provide technical assista co to stakeholders regarding best practice standards (Choose)

Action	Deliverable	Response	Due	Resources Existing	Resources New
Secure provider interest in a technical assistance program	List of providers	John Doe	July 30 <sup>th</sup> , 2006		
Obtain Best Practices from the Best Practice Team	Report	Jane Smith	July 30 <sup>th</sup> , 2006		
Create a monthly schedule for Best Practice workshops	Schedule	Susan Harris	August 15 <sup>th</sup> , 2006		
Line up presenters to present applicable workshops on best practices	Completed Schedule	Tom Jones	September 1 <sup>st</sup> , 2006		
Conduct Workshops	Completed Workshops	Tom Jones	Begin Oct. 1 <sup>st</sup> for one year		\$20,000 (mtg space, presenters, travel, etc.)
Secure follow-up Consulting with interested providers	Dates	Tom Jones	2 weeks following each workshop		

